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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Baggenstoss et al.) Examiner: Nguyen, Quynh H.
Serial No.: 10/733,137)
Filed: December 11, 2003) Art Unit: 2642
For: Managing the Selection of Performance) Confirmation No. 8268
Interventions in A Contact Center)

INFORMATION DISCLOSURE STATEMENT

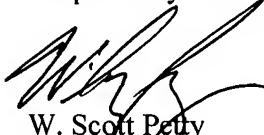
Mail Stop Amendment
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Sir:

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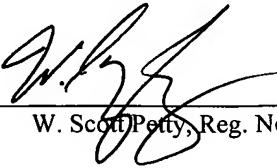
Respectfully submitted,



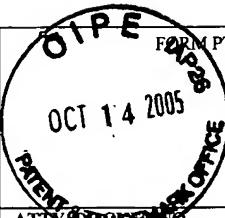
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K&S Docket: 07117.105017 US CIP
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(Use several sheets if necessary)

ATTY. OR AGENT NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Bagenstoss et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
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AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
					YES	NO
AK						
AL						
AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AN		
AO		
AP		
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EXAMINER	DATE CONSIDERED
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